

Customer Automation and Reporting Environment (CARE)

Quick Reference Instructions (as of 19 April 2002)

(Note: Thanks to HQ AFROTC for helping put these together for us)

Instructions on the following: 1) Logging into CARE; 2) Manually inputting individual transactions; 3) Reconciliation procedures; and 4) Approval procedures:

1) Logging into CARE ->

- Log onto website: <https://care.usbank.com>
 - ➔ Note that you can also access CARE through our Government Purchase Card (GPC) Program Office website: <http://www.usafa.af.mil/lg/lgc/govtcards>
- Select "I Accept"
- Type in Username and Password
 - ➔ Note: If you have problems with your password, you'll need to contact the bank (number on back of GPC, but it's 1-888-994-6722) to have them reset your password
- Select "Transaction Management"
- Select the account number you wish to view (some approving officials and/or cardholders have more than one account)
- Select the cycle date you wish to view

2) Manually inputting individual transactions (cardholders' responsibility, but approving officials need to understand the process) ->

- Select "Transaction Log" (after following "log in" procedures noted above)
- Select "New Entry"
 - ➔ This will open the "Log Detail" tab on the bottom part of the screen
 - ➔ Within "Log Detail," fill out as much information as possible. In the comments' field, explain the purchase in detail, especially if two or more items are billed together, along with the month and dollar amounts.
 - ➔ When complete, select "Add" to save the document
 - ➔ Note 1: If you have added the entry and notice an error, highlight the entry on the top half of the screen, select the "Log Detail" tab again, correct the error, then select "Update" to ensure it gets saved.
 - ➔ Note 2: If the entry is a duplicate, follow the steps listed above, except select "Remove" vs. "Update."
- *Helpful Hint:* Input data on new purchases, the same day it is made

3) Reconciliation Procedures (cardholders' responsibility, but approving officials need to understand the process) ->

- Select "Transactions" tab (after following "log in" procedures noted above)
- Select entry to be reconciled
 - ➔ Note: To reconcile an item, it must first be input under the "Transaction Log" tab, and the Bank must have processed the charge (shows up in "Transactions" tab).
- Select "Log Detail" tab on the bottom part of the screen.

- Select "Reconcile"
 - ➔ Note: A split screen will appear. The *first* screen highlights the posted transaction to be matched. The *second* screen highlights the system's best match from your entries under "Transaction Log." The *third* screen shows all your "Transaction Log" tab entries.
- If the two entries match, click on the reconcile button. Once the entry is reconciled, CARE will transfer the information you have input in your "Transaction Log" tab to the "Transactions" tab and approve the transaction for you. Note that the transaction will no longer appear under your "Transaction Log."
 - ➔ Note that this process will really aid you in tracking your outstanding items, especially those that are infamous for billing late (as DAPS). However, it also puts the onus on you to ensure you get an invoice even it is just an estimate, so you have something to enter.
- If the system does not find a match, but you know you entered it under the "Transaction Log" tab, keep in mind that sometimes a vendor may *combine* invoices. If this happens, and you're sure that the *combined* "Transactions" tab entry is correct, edit your entry in the "Transaction Log" tab to reflect the info in the "Transactions" tab, as dollar amount, then reconcile the entry.
- If the system locates a match, but it's not the correct match, click the remove button, highlight the correct entry on the third screen, then click the add button. Now you can click on the reconcile button and the entry will be reconciled.
- *Helpful Hint:* Check CARE at least 2-3 times per week to see if the bank has processed your charge. If the bank has processed your charge, reconcile it.

4) Approval Procedures:

- **Cardholders ->**
 - 1) As you reconcile each transaction, CARE will approve the transaction for you automatically
 - 2) Once the cycle ends (25th of each month), remember to go into CARE and approve that cycle. This can be accomplished as long as each transaction has been either approved or disputed.
- **Approving Officials (AO) ->**

Once you have reviewed all of your cardholder transactions and you have ensured they've done the steps noted above, you can approve the entire cycle as the approving official.

- *Helpful Hint:* AOs assign your cardholders a date to have this process completed. For example, the cycle ends on the 25th of each month. Insist that each cardholder has his/her GPC duties accomplished by the third business day following the cycle's close. That way you'll have enough time to do your approving process, to be in compliance with AFI 64-117 (para. 4.3.4.1.2.3), which notes that the approving official needs to have the process completed not later than the 15th of the month following the cycle's end. However, ideally, both the cardholder's reconciliation/approval process and the approving official's approving process should take place within five working days of the cycle's end.

Questions?? Call the GPP Office at 3-4683 for one-on-one help!

Note: These "Quick Reference Instructions" are all located, in detail (including pictures), in the following web site -> <https://wbt.care.usbank.com>; User Name = USBANK and Password = INFORMATION (the password has been known to change, so if can't access site, call the Bank or the GPP Office to ensure you have the right password.) Once in site, select "Cardholder," then "Cardholder Government" -> Lessons -> T.M. -> select "View Manual."